



# DEPARTMENT OF PUBLIC SAFETY

## LICENSING NEWSLETTER

### Licensing Unit gets new Supervisor

Sergeant Stephen Enteman, a 12-year DPS veteran, became the Licensing Unit Supervisor on January 24, 2004. His previous assignments prior to the Licensing Unit included Highway Patrol and Public Affairs and Education.

### From the Supervisor's Desk

In my short time as the Licensing Unit Supervisor, I've already had a chance to meet a number of you involved in the security guard and private investigation industry. Everyone has welcomed me warmly and has offered their assistance during my transition. If I haven't had a chance to meet with you yet, feel free to stop by or set up a time so we can get acquainted.

There are many new and exciting things happening here in the Licensing Unit. Allow me to briefly describe some of them.

Our primary project is the new Licensing computer program. This program will reduce the amount of time it takes to enter and send out security guard and private investigator licenses and will produce a state of the art identification card. We hope to be up and running by the end of this summer.

Secondly, the administrative rules re-write for both industries are near completion. A Notice of Proposed Rule Making for the private investigator rules has been submitted to the Secretary of State's office. The security guard rules are nearing the completion of the first draft.

Lastly, this newsletter has been redesigned. We are trying to make the newsletter more informative and user friendly.

Take a moment to look at the new format. I would appreciate your feedback and suggestions.

I am excited about all the opportunities and new things that are happening here in Licensing. Each of these steps will help us provide the industry with better customer service.

I am always open to suggestions on how to serve you better. Until our next issue: Be safe.

Sergeant Stephen Enteman

### IMPORTANT CHANGES

#### ***Renewals for Security Guards and Pls Effective July 1, 2004***

The current Licensing Unit practice is to issue a renewal license upon receipt of the application, before the updated criminal history background check has been completed. This practice can cause problems. Several cases have occurred in which an individual committed disqualifying offenses between the original application date and the renewal date. There have also been a number of people in which a statute change now disqualifies them or requires them to provide disposition on a charge that was not previously a disqualifier. Essentially, unqualified people are issued licenses.

**To prevent these issues, licenses will *not* be issued until the updated criminal history background check has been completed. This will add 10-14 business days to the renewal process.**

This change will make it important that all applicants submit their applications for renewal as early as possible. Renewal applications may be submitted up to 60 days prior to expiration date. The Licensing Unit strongly recommends all applicants submit renewal applications 60 days prior to expiration but *no later than* 30 days prior to expiration.

#### ***PI Employee / Associate fee change Effective Immediately***

The expiration date of a private investigation employee or associate license is the same as the sponsoring agency's expiration date. If an employee or associate is registered within six months of the sponsoring agency's expiration date, the renewal fee is reduced to \$10.

# Security Guard information

## ***Roamer, Usher, or Guard?***

Security guard agencies that provide services for events that employ roamers, ushers and security guards may ask the Licensing Unit to provide detailed guidance on which positions at an event require a Licensed Guard. Contact Detective Rudy Buck at 602-223-2717 or [rbuck@dps.state.az.us](mailto:rbuck@dps.state.az.us) to schedule a visit to the site. Allow enough time in advance to ensure that Detective Buck will be available.

## ***Carry that Card!***

Security guards must always have their license(s) with them while working. They must present them to a law enforcement officer when asked. Failure to do so is a violation of statute ARS §32-2636.A.24. Licensing has cited individual guards working without a license. In the past, individuals cited under this statute have received a \$400.00 fine. Agencies are also subject to sanctions for failing to comply with this statute.

Licenses may be renewed up to 60 days in advance of expiration. Applicants are strongly urged to do so. An individual who does not renew within 30 days of expiration may not be renewed in time to have his/her license to work as required by statute.

## ***Armed Security Guards***

Armed guards must possess an armed guard license with the sponsoring agency's name on the card. The *sponsoring agency* is the agency for which the security guard is employed in an armed capacity and which has listed the security guard on its monthly armed roster. An armed guard may work for more than one agency in an armed capacity but must possess a separate armed license for each agency.

A guard who upgrades from an unarmed to an armed license will receive the armed license with the same expiration date as his/her unarmed license.

As of September 2003, the 16 hours of Concealed Weapons firearms instruction no longer qualifies an applicant for the armed guard license. Initial armed applicants, including those who had previous valid armed licenses expired by more than 90 days, must receive the new 16-hour security guard firearms training by a DPS authorized firearms instructor. Armed guards must also receive an additional eight hours of refresher firearms training annually.

## ***Agency Reporting Requirements***

- **New Hire Report** required only if there have been New Hires within the month.
- **Termination Report**: required only if there have been Terminations within the month.
- **Roster of Armed Guards**: required every month. This report is required by Statute, even if there were no personnel changes that month. Do *not* include any unarmed personnel on this report.
- There is **no** requirement to send **Employee Rosters**.

## ***Investigations***

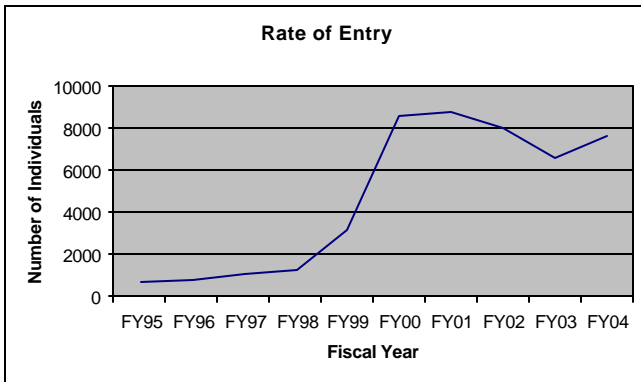
This section is also a new feature in the Licensing Unit newsletter. The Licensing Unit wants to maintain the integrity of the private investigation and security guard industries. Therefore, it is important that the industry be kept informed of the various types of complaints received and investigations conducted.

- The Licensing Unit received a complaint that an individual had allegedly been running a security guard agency without an agency license in the Tucson area. The investigation confirmed that the individual was engaged in the activities of a security guard agency, soliciting contracts and providing security guard services defined in ARS §32-2601.16. The individual was arrested, evidence was seized, and criminal charges are awaiting prosecution.
- An investigation was conducted into a Tucson business that allegedly was providing the services of a private investigation agency as defined in ARS §32-2401.16. The investigation confirmed that the business was providing those services. The business was provided with the application to become licensed. When an application was not received within the required time, the business was forced to cease operations.
- Two other investigations pursuant to complaints of individuals or organizations soliciting the public for investigative services in the Tucson area have recently begun and are in process.

Individuals or agencies seeking to submit a complaint of possible violation of the private investigator or security guard licensing statutes must submit the complaint in writing to the DPS-Licensing Unit Investigator or Supervisor.

## Our Volume is Increasing

This chart shows the increase in the number of security guard and private investigation employees since 1995 and projected through 2004. There has been a significant increase in applications since 1995. As of February 1, 2004, there are about 18,000 security guards, about 2,000 private investigators, 200 security guard agencies, and 1200 private investigation agencies.



## Non-Classifiable Fingerprints

The electronic fingerprint card scanner has been used by the Licensing Unit since late December 2002 and has proven effective. This electronic scan requires that a classifiable set of fingerprints be received for processing. However, if a set of fingerprints is non-classifiable, the process can be delayed for as long as two months.

An applicant who has submitted a non-classifiable set of fingerprints is advised by letter and directed to re-submit a new set of fingerprints on a DPS fingerprint card. The letter advises the applicant to re-submit the card within 45 days or the application will be placed into suspended status. There is a \$25.00 re-instatement fee to place the application out of suspension and back into normal processing.

Guidelines for obtaining classifiable fingerprints are on the back of each fingerprint card. Agencies may contact the Licensing Unit to schedule a class to review causes of non-classifiable prints and the techniques to prevent them.

## Don't forget...

Fingerprint Cards need to be filled out **completely** to include the social security number and the date of birth. The F.B.I needs this information to conduct the background check

## Kudos

This section is a new feature of the Licensing Unit newsletter. The great majority of agencies and employees do a great job and are in full compliance with statutes, rules and regulations. It is impossible to list all those deserving to be recognized, but we will attempt to mention one or two agencies or individuals who deserve special recognition.

A special thanks is extended to Melinda Bishop of Wackenhut Security. This agency has over 500 employees, over 50 of which are armed guards. Melinda's monthly new hire and termination reports and her monthly armed rosters are always prompt, accurate and legible.

*Thanks Melinda!*

This newsletter is published by the Licensing Unit of the Arizona Department of Public Safety.

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*Please feel free to contact us with any information or comments on this newsletter.*